Polycom® Communicator Model C100S

Q: What is Polycom Communicator for Skype?
A: Polycom Communicator for Skype (model C100S) is a high-quality speakerphone that connects to a computer for use with calls made using Skype®. It features high-fidelity voice quality and high-quality microphones for a great hands-free Skype experience.

Q: How does it connect to a computer?
A: Polycom Communicator connects to a computer through a USB port. USB supplies both the audio connection and power to the device.

Q: Does it require any batteries?
A: No, Polycom Communicator is powered entirely through USB and does not need any batteries.

Q: Is it Skype-Certified?
A: Yes, Polycom Communicator is Skype-Certified.

Q: Which operating systems are supported?
A: Microsoft Windows® XP is supported for the Skype version of Polycom Communicator, model C100S. If used with other operating systems, Polycom Communicator may experience diminished audio quality or loss of button functionality.

Q: Does it require software to be installed on the computer?
A: Software drivers that are included with the product are required for full audio performance and Skype integration.

Q: Does it work with any Internet calling or voice applications other than Skype?
A: There are other applications that are supported by Polycom Communicator.
For an updated list of supported applications, please visit www.polycom.com/communicator. If the product is used with other Internet calling or voice applications that are not on the list of supported applications, Polycom Communicator may experience diminished audio quality and/or loss of button functionality.

Q: Can Polycom Communicator be connected to analog phone lines?

A: Polycom Communicator only works when connected to a computer through a USB port. It will not connect to regular phone lines.

Q: What is the microphone pickup range?
A: Polycom Communicator's two high quality microphones can effectively cover participants sitting up to 7 feet from the device.

Q: Can I use it while leaving the back cover stand closed?
A: For best acoustic performance the unit is designed to be used with the stand open, which places the unit at a 40° angle to the surface it rests upon.

Q: What is the warranty for Polycom Communicator?
A: Polycom Communicator includes a one year warranty.

Q: What is Skype?
A: Skype is a free program that lets people talk to each other over the Internet. You can talk with any other Skype user for free, or use the optional SkypeOut service to call traditional landline or mobile phones. For more information visit www.skype.com.

Q: Can I use Polycom Communicator with SkypeOut and SkypeIn?
A: Yes, it can be used with any communications over Skype.

Q: How does the voice quality of Polycom Communicator and Skype compare to a regular landline phone?
A: Skype and Polycom Communicator provide much clearer conversations than regular phone lines. The two products accomplish this by capturing a much broader range of frequencies (more of your voice) than a typical phone line allows. This technology is called "wideband."

Q: How does Polycom Communicator enhance the audio quality of my Skype calls?
A: In addition to providing high-fidelity wideband audio quality, Polycom Communicator includes Acoustic Clarity Technology to reduce echoes and feedback

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and provide full-duplex performance. Polycom Communicator maximizes your Skype experience. However, it cannot help with issues such as dropped calls, jitter, latency, packet drop, poor hardware on the other end of the call, or any audio issues inherent in Skype and outside the control of Polycom Communicator.

Q: Can I use Polycom Communicator to play music from my computer?
A: Yes, Polycom Communicator can be used to play music, presentation audio, or any other audio files stored on your computer.

Q: Can I connect Polycom Communicator to a device that does not have a USB port?
A: No, Polycom Communicator must connect through a USB port for the audio connection and power.

Q: Do both ends of the Skype call need a Polycom Communicator for it to work?
A: No, having a Polycom Communicator on both ends is not required. However, the quality of a Skype call may be limited by the hardware being used by the caller on the other end.

Q: Can I plug my existing headset into the Polycom Communicator for private calls?
A: The headphone port on the Polycom Communicator uses a standard 3.5mm port. If the headphone/headset uses a 3.5mm jack, it can be used for the audio portion of the Skype call by plugging into the headphone port. In this scenario, only the incoming audio would use the headset, while the microphones on the Polycom Communicator would still be used.

Q: Is Polycom Communicator software upgradeable?
A: Yes, both the firmware in the device and the software drivers on the computer can be updated.

Q: Why use this product instead of standard computer microphones and speakers for hands-free Skype calls?
A: Often times, using regular speakers and microphones on a computer during Skype calls results in significant echoing and feedback. Polycom Communicator includes technology to significantly reduce or eliminate these problems.

Q: Why use this product instead of a computer headset?
A: Polycom Communicator is a great companion to a computer headset. Wearing a headset can grow tiresome, and the cords can get tangled and in the way. With Polycom Communicator, you don't need to sacrifice sound quality during hands-free calls, and the headphone port lets you plug in headphones for private conversations.

Q: When the headphone port is in use, do the microphones on the Polycom Communicator still work?
A: Yes, when headphones are plugged in, the incoming sound is redirected to the headphones while the microphones on the Polycom Communicator are still active.

Q: Can I use Polycom Communicator with my computer speakers?
A: You can plug your computer speakers into the 3.5mm headphone jack that is built into the product. This will route the audio through your computer speakers while using still using the Polycom Communicator microphones.

Q: Why is the Polycom Communicator superior to competitive products?
A: Polycom has leveraged over 14 years of experience in delivering the marketleading triangle-shaped SoundStation® in building Polycom Communicator. Polycom's Acoustic Clarity Technology delivers unmatched echo cancellation and full duplex performance. Highquality speakers and microphones, combined with Polycom's technical expertise, come together to provide a Skype experience unmatched by any competitive products.